



Wellness: Your Way 2018 Incentive Program FAQ

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1) Who is eligible to participate?

All state employees and retirees are eligible to participate in the incentive program*.

- A. All active, permanent employees insured with Blue Cross Blue Shield of Vermont through the State of Vermont are **eligible for monetary incentives**.
- B. Active, permanent employees NOT insured with Blue Cross Blue Shield of Vermont through the State of Vermont are **eligible for drawings**.
- C. Temporary and retired state employees are welcome to participate but are **not eligible for incentive rewards**.
- D. Contractors are **not eligible for incentive rewards**.
- E. Employees must be actively employed at time of payment to be eligible.

*Active Employees - To be eligible for incentives, you must use your employee ID # as your username.

2) How do I create an account for the wellness portal?

- a) Go to: <https://mybluehealth.bcbsvt.com>
- b) Click on the “Click here to sign up” button under “First Time Users: Register Here”.
- c) **Create Username:** Active employees must use your **employee ID number** as your username, which is available on your ID badge or pay statement.
- d) **Create a Password:** Must include at least 1 capital letter, 1 number, 1 special character (!@#\$%^&*) and be a minimum of 8 characters in length. Write your username and password down as you will use this for all future access to the portal.
- e) Under **“Member Information”** enter your name as it appears on your Blue Cross Blue Shield of VT Insurance Card. **If you are not insured by Blue Cross Blue Shield of VT**, enter your name as it appears on your pay statement.
- f) Enter your email address to retrieve your password should you forget it in the future. This is also required to receive any communications from LiveWell Vermont through the portal. Please be sure your email address is accurate and current.



3) How do I change my Username?

If you are an active, permanent State employee, your Username must be your employee ID number to be eligible for the 2018 *Wellness: Your Way* incentives. Follow the steps below to change your Username.

- a) Log into the LiveWell Vermont wellness portal at: <https://mybluehealth.bcbsvt.com>
- b) Click on your name in the upper right-hand corner of the dashboard
- c) Select the “Username” tab
- d) Type your employee ID number in the field circled as shown below.
- e) Click on “Save” to complete your Username change

Profile

Profile Notifications Username Password Image

Change Username

The Username associated with your personal account can be updated as desired. Enter an alternate name of your choosing, then click on Change.

Username

Current Username
Livewellvermont

New Username

4) How can I retrieve my password?

- a) Visit <https://mybluehealth.bcbsvt.com> and click "Forgot Password"
- b) Fill in your Username to login to the wellness portal
- c) Answer the security question and click "Next"
- d) The system will send you a "re-set password" link to the email on file with your account*
*If no email on your account, it will tell you to contact your site administrator. Click on that link and follow the instructions to get assistance with resetting your password.

5) How do I update my email address?

- a) Log into the LiveWell Vermont wellness portal at: <https://mybluehealth.bcbsvt.com>
- b) Click on your name in the upper right-hand corner of the dashboard
- c) Select "Notifications"
- d) Enter your State (first.last@vermont.gov) or personal email address
- e) Check the box "Allow email notifications"
- f) Click "Save"

6) What are the details of the 2018 Wellness: Your Way Incentive Program?

The 2018 Incentive Program, *Wellness: Your Way*, consists of 3 focused trimesters:



	Trimester Start Date	Trimester End Date	Trimester Focus
Trimester 1- Lean	January 1, 2018	April 14, 2018	Physical Activity
Trimester 2- Green	April 15, 2018	July 28, 2018	Nutrition
Trimester 3- Serene	July 29, 2018	November 1, 2018	Emotional Health

Eligible participants can earn \$50/100 points per trimester through completion of wellness tasks. Please see #10 for more information on earning points.

Complete one or all three trimesters - it's up to you! **At the start of each trimester a new list of activities and their point value will be released, and the previous trimester's will expire. Other than for *Get Started* (see #7), points do not roll over to the next trimester.** Although each trimester has a focus, the LiveWell team encourages you to maintain healthy behaviors in all categories all year long. Incentives are available until funds and/or drawings are depleted or by November 1, 2018. All components are completed via the [LiveWell Vermont Wellness Portal](#).

Please Note: *To begin our incentive program, you must complete the Health Assessment (HA) AND Wellness Score Survey first! Please see #7 for more information.*

7) How do I begin the Incentive Program?

Before you can earn any monetary incentives or prizes in the *Wellness: Your Way 2018* program, **you must *Get Started* by first completing your Health Assessment and then your Wellness Score Survey.** These questionnaires take 10-15 minutes and are related to your overall health and lifestyle. **You need only complete the Health Assessment and Wellness Score Survey ONCE in 2018.**

After *Get Started* is completed, you will be awarded 100 points and are now eligible to earn an additional 100 incentive points required to earn the incentive. The points for *Get Started* have no monetary value nor do they count toward your trimester's incentive points. These points are the only ones which carry over trimester to trimester.

8) How do I complete my Health Assessment (HA)?

- Log into the [LiveWell Vermont Wellness Portal](#)
- Hold the cursor over the "Incentive" tab. A drop down will appear, select "Incentive Summary"
- Scroll to the "*Get Started*" section and select the "*Health Assessment*"

Get Started (Required)		0/100 points
	Possible Points	Earned Points
Health Assessment	50	0
2018 Wellness Score Survey	50	0

- Complete the 10-15-minute questionnaire related to your overall health and lifestyle. All information collected is confidential. LiveWell Vermont does not access or share your individual answers without your permission.
- Upon completion, you will receive a *Wellness Score*, which indicates you have successfully completed your health assessment. Your "Health Assessment (HA) Report" will highlight your health risks and provide you with resources to improve your overall health.
- Be sure to review and write down the following information from your "Health Assessment Report":
 - your Wellness Score and
 - your low (green), moderate (yellow) and high (red) risks. You'll need this information to complete the "Wellness Score Survey".

9) How do I complete my Wellness Score Survey?

You must complete your HA before you can do the Wellness Score Survey. Please see #8 for directions and information needed to complete this step.

- a) Log into the [LiveWell Vermont Wellness Portal](#)
- b) Hold the cursor over the "Incentive" tab. A drop down will appear, select "Incentive Summary"
- c) Scroll down to the "Get Started" section and select the "2018 Wellness Score Survey"

Get Started (Required)		0/100 points	
	Possible Points	Earned Points	
Health Assessment	50	0	
2018 Wellness Score Survey	50	0	

- d) Complete the questions within the survey. Be sure to click "Submit" at the bottom of the survey to earn points.

** LiveWell Vermont retains the right to audit survey results. Inaccurate information may affect payout of incentive funds. Awarding of points does not guarantee payout if information is incorrect or out of the required date range.*

10) How do I earn my incentive points?

You have completed Get Started (#7) and received your 100 points which makes you now eligible to earn the additional 100 points required each trimester for the monetary incentive or chance(s) for wellness drawings. The 100 points for completing *Get Started* will carry forward to the next trimesters and you need only complete them once in 2018. They do not have a monetary value and do not count toward your incentive points needed for pay-out, but they are required to be eligible for any incentive payout.

To be eligible for monetary incentives/drawings, you need to earn 100 points per trimester (in addition to the 100 points you earn for completing the Health Assessment and Wellness Score Survey). Each trimester will have a different focus and you will have the choice of completing a variety of tasks to earn points.

At the start of each trimester a brand-new menu will be announced! Choose from any approved task on the menu to earn your points! The trimester menu can be found in the [LiveWell Vermont Wellness Portal](#). Click on the apple for the trimester menu you are trying to access.



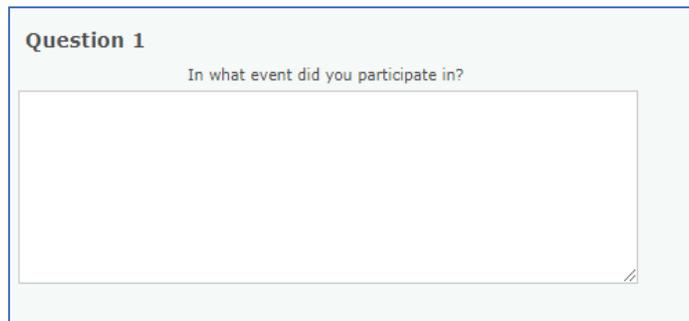
You have the option of choosing what tasks you want to complete. Each task has a point value ranging from 10-80 points. When you earn 100 points for the trimester (in addition to the 100 points you earn for completing the Health Assessment and Wellness Score Survey), you will earn \$50 (plan members) or be eligible for drawings (non-plan members). Your list of options include, but may not be limited to: 3 and 4-week challenges, workshops, classes and/or events either through LiveWell Vermont, one of its partners (Invest EAP, BCBSVT, VDH, Blueprint for Health, SOV Risk Management, SOV Treasurer's Office), or community-based organizations. These offerings may change each trimester, so we encourage participants to stay tuned and stay involved. By

completing all trimesters successfully, eligible plan members will earn \$150 for the 2018 incentive program year! Active permanent employees not insured with SOV/BCBSVT are eligible for wellness drawings, for which each completed menu item is equal to 1 drawing entry.

11) How do I document the activities I complete in a trimester?

All LiveWell task once completed must be recorded in the portal by the end trimester date to count. You can only receive credit for the activity once per trimester.

- a. Log into the [LiveWell Vermont Wellness Portal](#)
- b. Hold the cursor over the “Incentives” tab
- c. Click on “Incentive Summary”
- d. Select the task you participated in and complete your documentation.
- e. If it is a **survey**, answer the questions specific to that activity

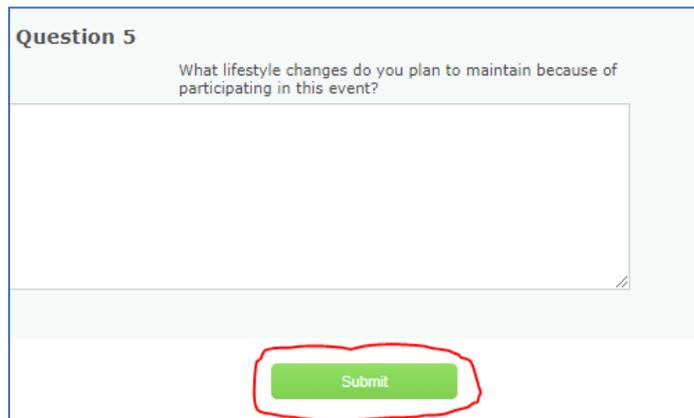


Question 1

In what event did you participate in?

[Empty text input box]

Select the green ‘Submit’ button to save your changes.



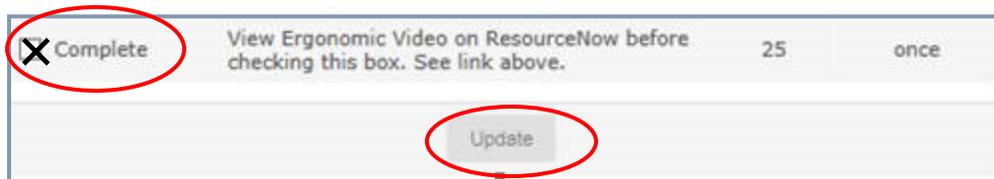
Question 5

What lifestyle changes do you plan to maintain because of participating in this event?

[Empty text input box]

Submit

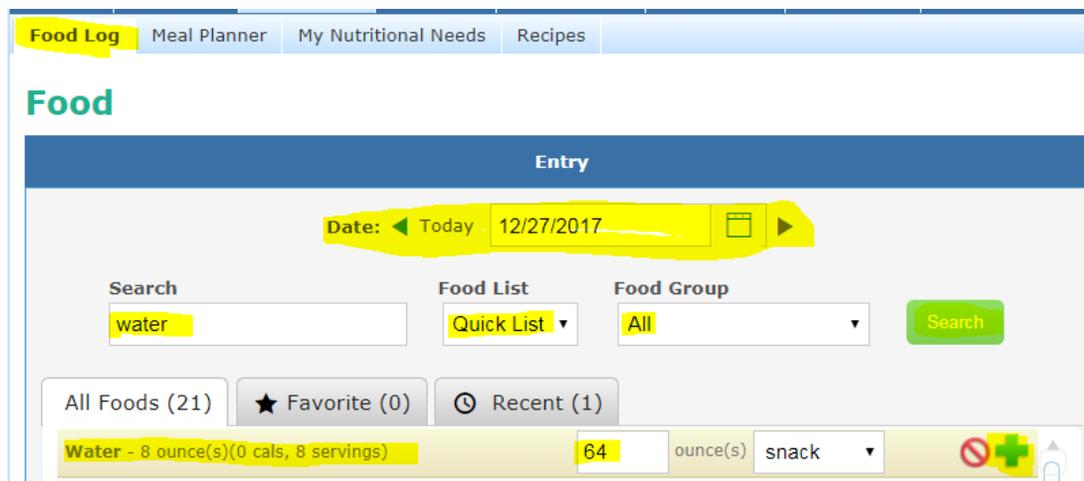
- f. If you choose to view the **ResourceNOW video and complete the post quiz**, you will need to set up an account on *ResourceNOW*. Directions are available on the link on the *Healthy Habits* page. Once you have viewed the 15-minute video and completed the post quiz, then return to the *Incentive Summary* page, click on the task, which will bring you to the *Healthy Habit* page. Check the ‘Complete’ box and then ‘Update’ to earn your points. *Please note: LiveWell Vermont retains the right to audit for accuracy of reported information.*



- g. If you choose to **“Log Water”** as one of your tasks in Trimester One, you earn 1 point for each day that you drink 64 oz. of water up to 50 points. You have two options on how to log. The **“Water Tracker”** on your dashboard allows you to log your water for that day. Be sure to log 8 cups or servings per day (64 oz.) to get credit.



On your *Incentive* page, if you click on the *Log Water* task, you will be taken to your second option, the *“Food Log”* Page. You can track for the same day or backlog your days by changing the date at the top to the one for which you want to track. Under *Search*, type *“Water”*; under *Food List*, choose *“Quick List”* and under *Food Group*, choose *“All”* or *“Beverage”*. Click *“Search”* and you will see Water appear under *“All Foods”*. Each serving is 8 oz. so be sure you drink and log 64 oz. per day to get your point. Click the *“+”* button to add your servings. If you scroll down the page, you can see what you have logged to date. You will see how many points you have earned on your *Incentive Summary* page.



12) Will the information I provide be verified?

LiveWell Vermont retains the right to audit for accuracy of reported information associated with the 2018 Incentive Program. Incentive payouts may be delayed or withheld for false or inaccurate information.

13) How do I see how many points I've earned?

- a) Log into the [LiveWell Vermont Wellness Portal](#)
- b) Hold the cursor over the "Incentives"
- c) Click on "Incentive Summary"
- d) Under Campaign, be sure to choose *2018 Wellness: Your Way*. The entire program runs 1/01/18-11/01/18 but you will see under the campaign the dates for each trimester. Scroll down to view incentive requirements as well as possible and earned points.

0/100 points	
Possible Points	Earned Points
50	0
50	0

27/100 points	
Possible Points	Earned Points
25	25

Maximum Possible Points	200
Total Points Earned	0

14) What are the incentive rewards for completing the incentive program?

There will be 3 trimesters in the 2018 *Wellness: Your Way* Incentive Program. With the completion of 100 points in a trimester, \$50 will be awarded to permanent active members covered with BCBSVT insurance through the State. A maximum of \$150 can be earned in 2018 by completing all 3 trimesters.

At the start of each trimester, a new list of menu items and their point values will be announced, and the previous trimester's menu will have expired. Points (other than for *Get Started*) do not roll over to the following trimester.

State employees NOT insured with Blue Cross Blue Shield of Vermont through the State of Vermont are welcome to participate and are eligible for wellness drawings.

Retired and SOV temporary employees are welcome to participate but are not eligible for incentives. Incentives are available until funds and/or drawings are depleted or by November 1, 2018.

15) Will I be eligible for prizes?

Yes, in addition to earning \$50/points towards drawings per trimester, you can also win prizes! LiveWell awards wellness related prizes throughout challenges and for participating in other LiveWell programming!

16) When will I receive my incentive reward?

Trimester:	Trimester Start Date	Trimester End Date	Incentive Payout Date	Points and Incentive Amount
Health Assessment and Wellness Score Survey must be completed for 100 points before you are eligible to earn incentive points for each trimester!				100 points/\$0
 Lean	January 1, 2018	April 14, 2018	May 10, 2018	100 points/\$50
 Green	April 15, 2018	July 28, 2018	August 30, 2018	100 points/\$50
 Serene	July 29, 2018	November 1, 2018	December 6, 2018	100 points/\$50

You will see your *Wellness Incentive* on your pay statement under *Wages and Earnings*. Wellness Incentives are considered taxable income under the IRS.

17) What challenges will be offered in 2018?

There will be two challenges each trimester, one 4-week and one 3-week challenge. These challenges will be designed to encourage the healthy behavior focus of that trimester. At the start of each trimester, the challenge details will be released. There will a registration period of 2 weeks before the challenge begins.

18) How do I complete a LiveWell Challenge?

- Log into the [LiveWell Vermont Wellness Portal](#)
- Once a challenge opens for registration, a *Challenge Box* will be visible at the top of the dashboard.
- Click "Sign Up" within the *Challenge Box*.
- Follow the registration instructions by creating your own team or join the LiveWell Vermont Team. Click "Sign Up Now" (Registration dates will vary with each challenge. Participants can register through the first week of each challenge. Once the registration period ends, no other participants can be added.)

All challenges have unique completion requirements. Please read through components during each challenges' registration period. In general, challenge will be three or four weeks in duration and components will include, but are not limited to:

- Tracking of an activity to reach the specific challenge goal.
 - Examples include: physical activity; dietary intake such as fruit and veggies, sleep; etc.
- Completion of Weekly Tasks. Each week of the challenge will have required tasks. All tasks must be completed prior to the end of the challenge to earn incentive points.
 - Task examples include: reading an article or educational document, completing a survey, watching a video or visiting a website.
 - Tasks load each Monday of the challenge if tasks are completed on schedule.

Important note: *If your weekly tasks are overdue you can catch up, but be aware that there is a 24-hour re-set for the next week's tasks to appear. We suggest NOT waiting until the last week to complete tasks as you may not have enough time to complete them.*

19) What workshops will be offered in 2018?

There will be a unique list of workshops for each trimester of the 2018 *Wellness: Your Way* Incentive Program. Workshops must be completed by the end of the trimester for which you are trying to obtain points. At the end of each trimester, new workshops will be announced, and the previous trimester's workshops will no longer be available. Workshops vary in duration from 1 to 6 weeks, so be mindful when selecting one that there is enough time remaining in the trimester for you to complete it.

To access the list of available workshops please visit the trimester menu. Each menu can be found in the [LiveWell Vermont Wellness Portal](#). Click on the apple for the trimester menu you are trying to access.

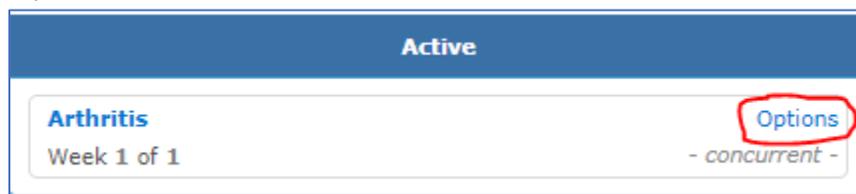
20) How do I complete a LiveWell Workshop?

- a) Log into the [LiveWell Vermont Wellness Portal](#)
- b) Click on the "Wellness" tab at the top of your wellness dashboard.
- c) When the drop-down options appear, select "Wellness Workshops" followed by "Manage Workshops".
- d) On the right side of the page, under "Add", scroll to choose the workshop that interests you and click "Signup" to enroll.
- e) Complete weekly tasks found on your dashboard/homepage, which can be found under "My To Do List".

Please Note: Workshops vary in duration as do their point value. Only one workshop can be taken at a time. New tasks will appear every 7 days from your start date. Tasks will become "overdue" if you do not complete them within 7 days. Once "overdue" tasks are completed, new tasks will load a week from that day. If not monitored, this may delay your ability to complete all weeks by the end of the trimester.

21) How do I withdraw from a workshop?

- a) Log into the [LiveWell Vermont Wellness Portal](#)
- b) Select "Wellness" from the menu bar
- c) Select "Wellness Workshops"
- d) Select "Manage Workshops"
- e) You will see your current workshop listed under the "Active" Tab
- f) Select "Options"



- g) Select "Remove"
- h) You are now able to enroll for a different workshop, should you choose to do so.

22) What counts as a preventative health exam?

The following Preventative Health Exams are accepted:

- Annual Physical Exam (completed by an MD, NP, DO, ND, PA)
- Dental Exam (a hygiene visit or check-up with dentist)
- Age Appropriate Health Exam (ex. Mammogram; prostate/testicular exam; colonoscopy; vision exam, pap smear or skin exam by dermatologist)

Please note: The preventative exam must fall within the dates of the trimester in which you are trying to obtain points. In Trimester One, exam dates include part of the previous year and run: 11/02/17-4/14/18. **LiveWell**

Vermont retains the right to audit survey results. Payouts will NOT occur if your preventative health exam does not fall within the dates of the current trimester. Inaccurate information may affect payout. Awarding of points does not guarantee payout if information is incorrect or out of the required date range.

23) What is a LiveWell testimonial?

We want to recognize and reward employees/retirees who have had success after participating in LiveWell Vermont programs. Whether it's making positive health and wellness changes or living a more balanced life overall, your success can motivate and inspire others!

By submitting the survey, you give permission to LiveWell Vermont to share your story and photo on its websites and social media platforms. Should your success story be chosen, a LiveWell Vermont team member will contact you to verify your consent and arrange for getting a photo.

24) Who do I contact if I still have question?

LiveWell Vermont State Employees Wellness Program

120 State Street, 5th Fl

Montpelier, VT 05620-2505

Phone: (802) 828-7308

Email: dhr.livewellvermont@vermont.gov

